October 22, 2015

COMMUNICATIONS

Observers will contact the Pelagic Observer Program (POP) v i a
e m a i l using the popobserver@noaa.gov email account when on
travel to and from deployments. There are 6 times that are
absolutely necessary for observers to report including:

 1) When the observer leaves their home
 2) When the observer arrives to their hotel or port of departure
 3) When the vessel leaves the dock
 4) When the vessel arrives back at the dock
 5) When the observer begins travel home
 6) When the observer arrives home

These times must be reported **as they are happening**. Do not email
saying "I began travel home at 1000 ET and got home at 1545 ET."
These must be 2 separate emails sent at the time of occurrence. It
is extremely important for the office to know where observers are
at all times while on deployment.

Additionally, observers must email daily updates if they are claiming
standby days while on deployment at the port of departure.

If email is for some reason not possible, observers may call the POP
office line at **1-800-858-0624**. When leaving a voicemail it is
extremely important to note the time and date. For example, do not
say "I got to my hotel awhile ago" instead "I arrived at my hotel
at 1745 ET on Tuesday the 5th." These times **MUST** match what is written
in the observer field diary.

 Personal Sat Messenger Use:
 Observers are equipped with an InReach satellite messenger and
 are allowed ten (10) outgoing and ten (10) incoming personal
 messages per day. Messages to and from the POP office are
 excluded. Keep in mind the company charges by character as well,
 so take care to keep messages to friends and family brief. Use is
 monitored and observers will be contacted if they exceed the limit
 and will be required to reimburse Riverside for any overage
 charges.

 InReach communication at sea is necessary for
 the following:
 1) To provide a last known position for safety (once a week)
 2) Report work status (see status codes)

3)   Confirm collection and or sampling protocol
4)   Alert the lab to an emergency or request assistance
5)   Report work hours

Bedbugs

If an observer comes into contact with bedbugs, or suspects so, it must be reported via InReach to the office. This is required so that proper, reimbursable accommodations can be made for the observer after the trip. Observers must also inform the debriefer prior to sending their data.

Communications Protocol

During all contacts, the lab will ask about your working status. Please use one of the following codes:

```
work status=0  I'm OK, Work OK;
work status=1  I'm OK, Work rough, Workable;
work status=2  I'm OK, Work not OK, Workable;
work status=3  I may not be OK, Work not OK;
work status=4  I'm not OK, Work not OK.
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In work status **0, 1 & 2** no immediate action will be taken by the lab. Specific problems, if any will be addressed during the debriefing.

Work status **code 3** denotes a serious situation aboard the vessel. All events will need to be documented and enforcement will be included in the debriefing process. If the observer desires, we will attempt to have enforcement present when the vessel reaches the dock.

Code 4 denotes that an observer has suffered an assault or otherwise feels that they may be in jeopardy. In this instance, steps will be taken to involve NOAA enforcement and the United States Coast Guard. An evacuation will be arranged or the vessel will be asked to return to port. Communications should be maintained until the observer is off the vessel.

Please be very careful about the use of these codes. A message left of "Code 4" on the 800 line voice mail will most likely result in dangerous and costly USCG rescue operations, please do not confuse the code; repeat it several times for clarity. Further, if you are out of earshot of the vessel crew and can speak freely, in addition to the code please elaborate on the vessel situation and why you feel you need evacuation.